

TUBA CITY REGIONAL HEALTH CARE CORPORATION
Job Description

IS LEAD HELPDESK TECHNICIAN

Date:	December 11, 2008	Department:	Information Services
Reports to:	IS Operations Manager	FLSA:	Non Exempt
Human Resources Review:		Approved by:	

Signature	Date	Signature	Date
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POSITION SUMMARY

Major objectives for this position are to manage incoming PC based and printer based user requests utilizing help desk tracking software and existing tracking logs. Provide end-users with professional, courteous, timely, and efficient customer service support. Document and maintain all incoming and outgoing requests for all areas of the Information Services (IS) Help Desk.

QUALIFICATIONS

MINIMUM MANDATORY QUALIFICATIONS

Education:

High School Diploma

Experience:

One year experience setting-up Microsoft Active Directory Accounts, working in Information Technology (IT) Call center and/or IT Helpdesk Environment data entry into Microsoft Access 2003 Database system and experience with Microsoft Office suite 2003 and 2007

Technical Skills:

Proficient use of Microsoft Office 2003 Suite, specifically Microsoft Access 2003
Basic Computer and Printer Troubleshooting skills

Other Skills and Abilities:

A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers. All employment references must address and indicate success in each one of the following areas:

- Positive working relationships with others
- Possession of high ethical standards and no history of complaints
- Reliable and dependable; reports to work as scheduled without excessive absences.
- Ability to organize work so that operations can meet emergencies and changing program requirements with minimum sacrifice of quality of work.
- Ability to effectively communicate orally and in writing with higher-level supervisors and managers in order to exchange information to provide meaningful program recommendations.
- Ability to conduct analysis and to recommend solutions to complex issues, which require the application of new methods, approaches, and procedures.
- Ability to identify business and technical requirements of customers.

PREFERRED QUALIFICATIONS

Preferred Education:

Associates Degree in any IT or Computer related field, and/or A+, Net +

Preferred Experience:

1+ Years experience in IT Call Center and/or IT Helpdesk Environment

Other Preferred Skills and Abilities:

Ability to speak Navajo, Hopi, or San Juan Southern Paiute

ESSENTIAL FUNCTIONS

1. Oversees the IS Help Desk calls and requests process and personnel assignments
2. Records and reports monthly all incoming IS Help Desk requests
3. Monitor and track the progress of open or outstanding IS Help Desk requests
4. Follow-up with caller and support staff regarding the resolution of their request as needed
5. Provide progress to caller(s) with regard to problem resolution where appropriate
6. Produce help desk reports and statistics
7. Monitor/grant computer systems and network access
8. Assist in PC setup and deployment when needed
9. Provide basic IT help desk troubleshooting, i.e., printer and email setup
10. Assist in Software deployment in conformance with corporate software management guidelines
11. Hardware problem troubleshooting and logging hardware maintenance calls with third party providers
12. Perform other duties as assigned

PROBLEM SOLVING

This position works with minimal supervision and is frequently required to use professional skills, discretion and sensitivity in addressing personnel and financial issues. Representative challenges encountered by this position include resolving highly sensitive and confidential issues with TCRHCC personnel and finance. He or she is required to remain current on new and changing trends in IT.

MENTAL AND PHYSICAL EFFORT

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical:

The work includes some walking, standing, bending, and carrying of light items such as paper and books, computer terminals and printers.

Mental:

Applicant works with a large variety of personnel and professions as well as, hardware, operating systems, and applications programs, often with similar goals and differing needs. In addition to looking at problems and challenges from a "system" point of view, the applicant must recognize and understand individual program requirements.

IMPACT

Incumbent must have continuous, timely and accurate running of jobs to perform his/her functions in administration and data processing. Equipment must be kept operational in spite of degraded system condition ensuring timeliness and availability of data files and reports. Possible equipment malfunctions and operator error must be identified and corrected before the availability and integrity of the data is

sacrificed. Successful execution of duties affects management decisions. This means that managers will have current and desired information on which to base decisions and that clerical staff will have better management of their time and workload.

NAVAJO/INDIAN PREFERENCE

TCRHCC is located within the Navajo Nation and has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation or another federally-recognized Indian tribe will be given preference in hiring and employment for this position.

APPLICATION DECLARATION

I have read the qualifications and requirements for the position of IS Lead Helpdesk Technician. To the best of my knowledge, I believe I can perform these duties.

Employee Name (PRINT): _____

Employee Signature: _____ Date: _____